

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission,     ) Docket No. 911-009/PI-78  
on its own motion, to                 )  
investigate the current status         ) ORDER TO INVESTIGATE AND  
of Phase I enhanced wireless 911     ) REQUESTING COMMENT  
service and alternatives for           )  
handling wireless 911 calls for       )  
areas currently without enhanced     ) Entered: March 30, 2004  
911 service.                           )

BY THE COMMISSION:

Pursuant to the Enhanced Wireless 911 Services Act <sup>1</sup> (the Act), the Commission and its staff have been actively assisting public safety answering points (PSAPs) and wireless carriers with implementation of wireless E911. Implementation of enhanced wireless 911 service has been divided into Phase I and Phase II. Phase I will generate a call back number for each wireless call received by a PSAP and will identify the caller. Phase II will also provide a location for the caller.

In order to request implementation of Phase I of enhanced wireless 911 service, a PSAP must have an enhanced wireline 911 system in place. Several counties throughout the state have already implemented Phase I and are awaiting the implementation of Phase II. However, areas throughout the state have not yet sufficiently upgraded their wireline 911 systems to request implementation of Phase I of enhanced wireless 911 service. The advisory board has suggested a goal for completion of state-wide implementation of wireline E911 January 2006.

In anticipation of the implementation of Phase II of enhanced wireless 911 service, it is necessary to evaluate the current status of Phase I, a necessary precursor to the implementation of Phase II, and to develop a process by which wireless 911 calls can be handled on a temporary basis in those counties currently without enhanced wireless 911 service.

O P I N I O N     A N D     F I N D I N G S

The Act provides in part, "The commission shall have any powers necessary to carry out the intent and purposes of the act." <sup>2</sup> Furthermore, "The commission shall determine the most efficient method for providing enhanced wireless 911 service."<sup>3</sup>

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<sup>1</sup> Neb. Rev. Stat. § 86-442 et seq. (Reissue 2002).

<sup>2</sup> Neb. Rev. Stat. § 86-465(3).

<sup>3</sup> Neb. Rev. Stat. § 86-464.

In the interest of carrying out the intent and purposes of the Act and to determine the most efficient method for providing enhanced wireless 911 service throughout the state, the Commission finds that it should investigate the current status of the enhanced wireline 911 service throughout the state and alternatives for handling wireless 911 calls in those areas currently without enhanced wireless 911 service. Responses from those counties without wireline E911 is especially vital in order to ensure that concerns of those counties may be addressed in any plan adopted by the Commission to complete implementation of Phase I. Therefore, the Commission opens the present docket requests that all interested parties respond to the following inquiries:

1. If you are a PSAP without enhanced wireline 911, please identify the following:
  - a) What obstacles currently exist preventing the upgrade of your wireline 911 service permitting you to request implementation of Phase I enhanced wireless 911 service?
  - b) What hardware or software do you require in order to upgrade your wireline 911 service sufficiently to enable you to request implementation of Phase I enhanced wireless 911 service?
  - c) What is the current timeline for the upgrade of your wireline 911 service to meet the guidelines for implementation of Phase I enhanced wireless 911 service?
2. Please provide input as to what method should be used to handle wireless 911 calls in those areas that currently lack enhanced wireless 911 service including but not limited to routing calls to neighboring counties which have enhanced wireless 911 service or routing calls to the Nebraska State Patrol. In responding please comment on the following issues:
  - a) The technical and practical feasibility of implementing either option;
  - b) Any hardware or software necessary to implement either option;
  - c) Any issues relating to interoperability between equipment and systems including radios and teletypewriters (TTY) of the various counties;

- d) The effects of either option on the receiving party's staffing level;
  - e) Any staff training issues that may arise from the implementation of either of these options;
  - f) Any potential liability issues relating to receiving and handling these calls;
  - g) Any costs resulting from the implementation of either option; and
  - h) Any other possible methods for the temporary handling of wireless 911 calls from counties currently without enhanced wireless 911 service.
3. Please provide any information regarding how other states may be handling wireless 911 calls in areas currently without enhanced wireless 911 service.

Written comments should be filed by interested parties on or before April 30, 2004. All parties filing comments should file one original, five paper copies and one electronic copy in MS Word format.

Depending upon the information received, a workshop may be scheduled at a later date to discuss various alternatives for temporarily handling wireless 911 calls in those areas currently without enhanced wireless 911 service.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that all interested parties are asked to respond to the inquiries proposed in this order on or before 5:00 p.m., on April 30, 2004. The information should be provided in a MS Excel or Microsoft Word format with one hard copy submitted with the response and one electronic copy provided either in disk/CD format with the response or sent via email to [amelton@mail.state.ne.us](mailto:amelton@mail.state.ne.us).

MADE AND ENTERED at Lincoln, Nebraska, this 30th day of  
March, 2004.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director